

TELUS International
Artificial Intelligence – Data Solutions

Our Gender Pay Gap Report

2022 - 2023



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Foreword





In the last couple of years, TELUS International has grown to include the Artificial Intelligence –Data Solutions Line of Business. Because of this relatively recent acquisition and due to growth also within our division, we now welcome you to our first-ever gender pay gap report.

In it, we will explore the 2022/2023 pay cycle. In Ireland, the Gender Pay Gap Information Act requires Irish employers to publicly report information in relation to team member pay and whether there are differences related to gender.

This report aims to explain, simplify and provide context about the data reported to assist readers in understanding our commitment to reducing any gender-based disparities in the pursuit of eventually eliminating any of these differences within our pay structure. At TELUS International AI–Data Solutions, as a part of our Caring Culture, we aim to prioritize diversity and inclusion.

In our annual team member surveys, when asked if the company “respects team members of different ages, races, colour, gender, sexual orientation, religions, ethnic origin, language, marital status, family status and varied abilities,” our team members have consistently evaluated us highly with scores of 80% in 2021, 83% in 2022 and 85% in 2023.

We hope that when reading through this report, readers will have a new perspective and better understanding of how our Caring Culture is one of the ways in which we are making an effort to make our workplace inclusive and equitable.

Warm regards.



Deborah Rosales
Senior HR Director
TELUS International
AI–Data Solutions



Enda Cunnane
Vice-President of Operations
TELUS International
AI–Data Solutions



Overview



REPORTING GENDER PAY GAPS

In Ireland, organisations with more than 250 team members are required to report on their gender pay gap. The significant growth in the AI-Data Solutions line of business means that we are now part of this group.

The gender pay gap is the difference in the AVERAGE HOURLY WAGE of males and females across a workforce.

The Gender Pay Gap Information Act 2021 requires organisations to report on their hourly gender pay gap across a range of metrics. In accordance with these requirements, we will report each year showing the extent of the pay gap between what males earn as a group and what females earn as a group.

Some definitions of key areas within our report can be found here:

MEAN GENDER PAY GAP: The difference between the mean (average) hourly rate of pay of male team members and that of female team members.

MEDIAN GENDER PAY GAP: The difference between the median (midpoint) hourly rate of pay of male and female team members.

MEAN BONUS PAY GAP: The difference between the mean (average) bonus paid to male and female team members.

MEDIAN BONUS PAY GAP: The difference between the median (mid-point) bonus pay paid to male and female team members.

TEAM MEMBER QUARTILES: The employee population divided into four equal segments of team members in the bottom, lower-middle, upper-middle and top quartile pay bands based on hourly pay.

BENEFITS IN KIND PROPORTIONS: The proportions of male and female team members who received a benefit in kind (BIK), such as our healthcare plan, during the relevant period.

BONUS PROPORTIONS: The proportions of male and female team members who were paid bonus pay during the relevant period.

RELEVANT PERIOD: The 12-month pay period prior to our snapshot date on 23rd June 2023.



MEAN VERSUS MEDIAN

In order to achieve the most accurate picture of our gender pay gap, we report on both the median and the mean. It is important to understand how these are calculated:

CALCULATING THE MEAN

The mean is obtained by dividing the sum of all values in a data set by the number of values.

CALCULATING THE MEDIAN

The median is obtained by placing all values in a dataset in sequential order and identifying the middle/mid-point value.

PLUS PERCENTAGE VERSUS MINUS PERCENTAGE

All reported percentages that denote a difference are based on the male numerical value as the comparator. This means that where a percentage is a plus number, this denotes that the male numerical value is greater than the female numerical value. Where a percentage is a minus number, this denotes that the male numerical value is less than the female numerical value. Where a percentage of zero is reported, this denotes that there is no difference between the male numerical value and the female numerical value; they are equal.

OUR SNAPSHOT DATE

Per the requirements, we utilise data from a 12-month pay period up to a “snapshot” date. Our snapshot date for this report is 23rd June 2023, encompassing data from 24th June 2022 up to 23rd June 2023.



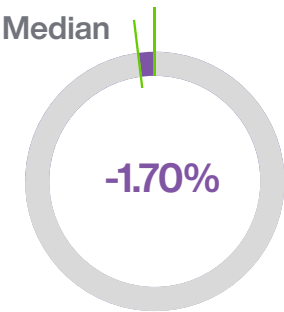
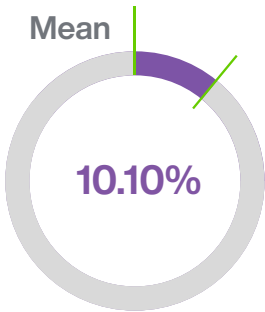


Pay Gap

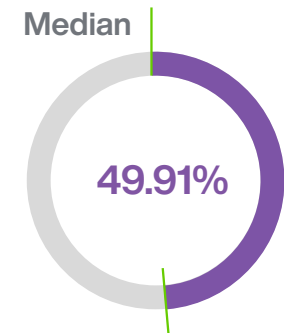
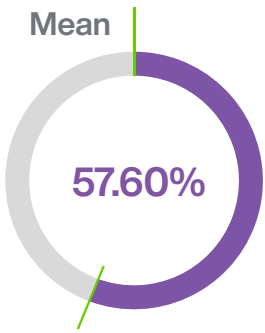


Gender Pay Gap by:

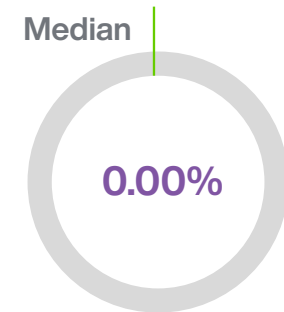
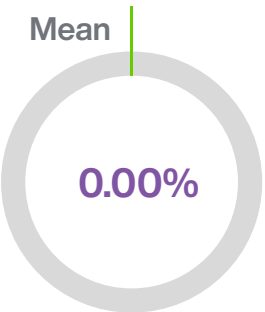
Pay Gap



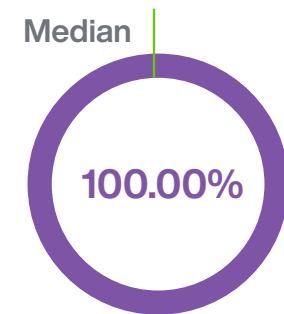
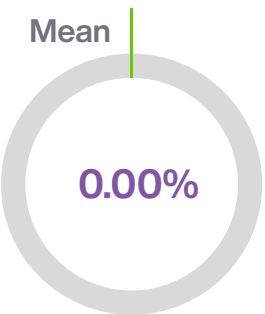
Bonus Gap



Part time employees



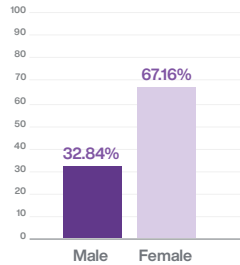
Fixed term employees



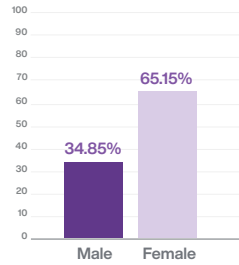
Population by paid quartiles

The employee population divided into four equal segments of team members in the bottom, lower-middle, upper-middle and top quartile pay bands based on hourly pay.

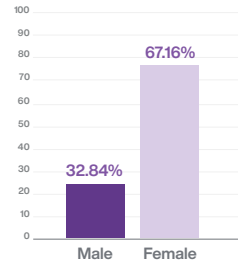
Lower Q1



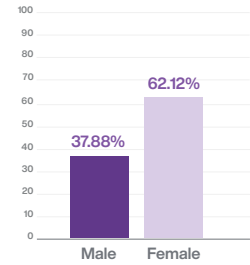
Lower Middle Q2



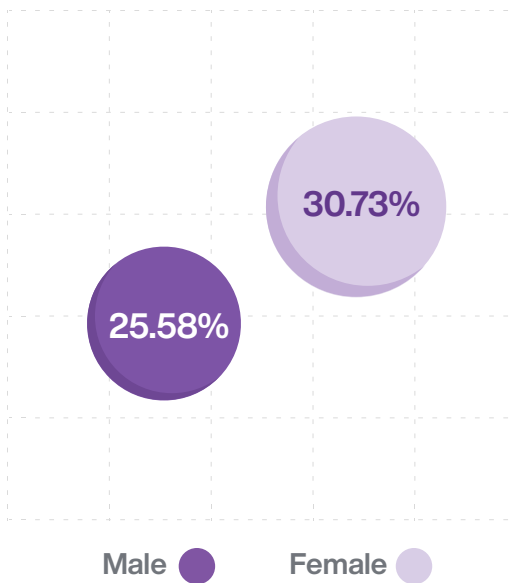
Upper Middle Q3



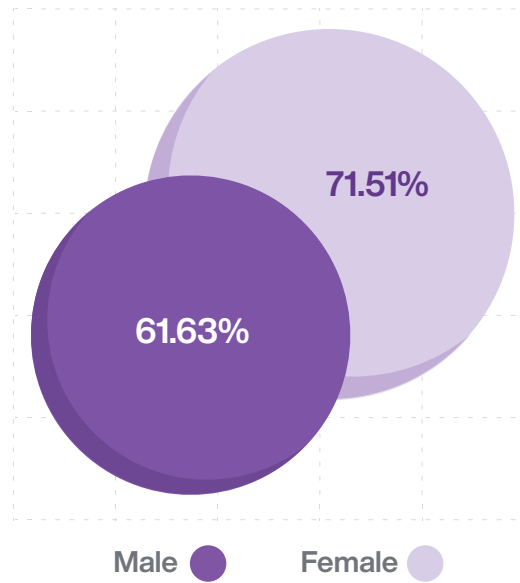
Upper Q4



Bonus Paid Proportions



Benefits in Kind



Examining our findings

PAY

Overall, while our overall mean pay gap of 10.10% brings us under the latest average of 11.3% captured for Ireland in 2018 (Government of Ireland, 2022) and the 2022 EU average of 13% (Eurostat, 2022), we believe there is still work to be done to reduce this.

BENEFITS IN KIND

The main benefits in kind offered to our team members refer to health insurance contributions. It is interesting to know that a higher percentage of female team members (71.5%) takes advantage than male team members do (61.63%).

BONUS

The mean bonus pay gap is wider than we would have liked, and we acknowledge that this is an area of opportunity and something we must work on in the coming years. With this being our first-ever report, we were saddened to find this gap and are committed to making adjustments in order to close it.

QUARTILES

When examining the gender split across our quartiles, we observed an apparent disparity, with a noticeable tendency to a more significant number of female team members. Still, we noticed that the margin is wider in the upper middle quartile, with a more substantial number of female team members (75.76%) than male team members (24.24%).

The Upper quartile shows the closer numbers, with 37.88 % of male team members and 62.12 % of female team members. This is something we will continue to monitor and aim to improve upon.



Conclusion



We are proud of the growth our line of business has undergone in the last two years, and with this growth, we acknowledge that it has also created room for improvement.

Within the context of the TELUS International AI–Data Solutions line of business, it is important to keep in mind that this report only reflects data of our operation in Ireland, without including information about the greater scope of our division.

We have historically focused on our organization as a whole, without necessarily having segmented information country to country or office to office. We believe that the results contained in this report are a reflection of this holistic or integral approach, focusing on our global growth.

Still, in observing the data carefully and exclusively as it relates particularly to Ireland, and given that a portion of our male executive leadership is located within Ballina, we can see that we have areas for continued development regarding gender pay gaps to address.

One of the ways in which we will endeavor to purposefully foster inclusion is through our newly implemented team member-led committee, Connections. Although it has existed within TELUS International for many years, 2023 is the first year in which Connections is available within AI–Data Solutions, including our operation in Ireland. Connections is our TELUS International Women’s Network, a global community celebrating women’s diverse talents, aspirations and achievements across our company.

Whether our female team members are seeking professional development, personal enrichment, or simply a supportive circle of like-minded individuals, Connections provides a platform where they can flourish. Through these opportunities it promotes equity with our team.

We believe that by continuing to mentor our female team members and fostering an environment of empowerment and support, we can make a significant difference within our office.

As AI–Data Solutions continues to grow not only within TELUS International, but also as it solidifies within Ireland, we hope to be able to address the results contained within this report so that they can truly and fully reflect what we can see globally within our company: inclusion and equity.



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